

## ABSTRACT

Disclosed are systems and methods which utilize information communication systems for transaction and information management. According to embodiments, an automated information management engine is provided enabling and facilitating the purchase of goods and services through various payment options resulting in increased profitability and visibility safely, securely and conveniently. Embodiments utilize a telephony system, and/or other information communication system, having access terminals disposed within a controlled environment facility for use by residents thereof to conduct transactions or other desirable exchanges of information, goods, services, etcetera. Embodiments provide integration across various aspects of transaction and information management, such as prepaid account management, collect calling services, and commissary services, to thereby facilitate seamless user interaction for account deposit, account status inquiry, commissary ordering, and collect calling. Interactive systems of embodiments operate intelligently to facilitate and/or optimize use thereof, such as to identify low account status and implement interaction to solicit deposit of funds.